

Sub 17
1. **(Thrice Amended)** A computer-implementable method for importing external productivity data into a performance evaluation system, comprising:
storing a plurality of user-defined data elements for an evaluation process;
storing a user-defined configuration table for a data file comprising external productivity data associated with a telephony switch, the configuration table operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process;
mapping external productivity data items from the data file to the data elements based on the configuration table; and
inserting the external productivity data items into a plurality of productivity tables based on the mapping of the external productivity data items to the data elements, the external productivity data items inserted into the productivity tables capable of being used to calculate productivity scores for the evaluation process.

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2. The method of Claim 1, the configuration table further operable to associate a data item with a member of the performance evaluation system.

3. The method of Claim 1, wherein the data file is a delimited file.

4. The method of Claim 1, wherein the data file is not a delimited file and further comprising:
storing a preprocessor file operable to generate a delimited file from the data file; and
using the preprocessor file to generate the delimited file from the data file.

5. The method of Claim 1, further comprising the configuration table operable to identify a type for each of the data items.

6. The method of Claim 1, further comprising the configuration table operable to identify a format for each of the data items.

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7. **(Thrice Amended)** A computer-implementable performance evaluation system, comprising:

a first database table operable to store a plurality of user-defined data elements for an evaluation process;

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a second database table operable to store configuration information for importing a data file comprising external productivity data associated with a telephony switch into the performance evaluation system, the configuration information operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process; and

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a third database table operable to store productivity data, at least a portion of the productivity data comprising external productivity data items inserted into the third database table based on the mapping of the external productivity data items to the data elements, the productivity data capable of being used to calculate productivity scores for the evaluation process.

Sub 8. The performance evaluation system of Claim 7, further comprising a configuration including the configuration information and an identifier for associating a data item to a member of the performance evaluation system.

9. The method of Claim 1, further comprising receiving the data file from an external device.

10. The method of Claim 9, wherein the external device comprises a telephony switch.

11. The system of Claim 7, wherein the data file is a delimited file.

12. The system of Claim 7, wherein the data file is not a delimited file and further comprising a preprocessor file operable to generate a delimited file from the data file.

13. The system of Claim 7, the configuration information further operable to identify a type for each of the data items.

14. The system of Claim 7, the configuration information further operable to identify a format for each of the data items.

15. The system of Claim 7, wherein the data file is operable to be received from an external device.

01 16. The system of Claim 15, wherein the external device comprises a telephony switch.

Sub 1
17. (Amended) A computer-implementable method for importing external productivity data into a performance evaluation system, comprising:

storing a plurality of user-defined data elements for an evaluation process;

storing a user-defined configuration table for a data file comprising external productivity data associated with a telephony switch, the configuration table operable to identify external productivity data items in the data file, to map external productivity data items to data elements for the evaluation process, to associate a data item with a member of the performance evaluation system, to identify a type for each of the data items, and to identify a format for each of the data items;

receiving the data file from an external device, the external device comprising a telephony switch;

mapping external productivity data items from the data file to the data elements based on the configuration table; and

inserting the external productivity data items into a plurality of productivity tables based on the mapping of the external productivity data items to the data elements, the external productivity data items inserted into the productivity tables capable of being used to calculate productivity scores for the evaluation process.